Current Issues

What is included in the CROS project?

The CROS project will replace BOE's outdated existing legacy tax systems, add a data warehouse, expand online services and improve business processes.

Why do we need to replace the existing systems?

- Our 1980's technology is outdated and increasingly expensive to maintain
- Information is program focused instead of customer focused
- Our ability to utilize or interact with new technologies is severely limited

Who will benefit from a new system?

- **California Businesses will benefit with:**
  ◊ A single registration for multiple tax and fee types
  ◊ Access to more information that can be used to improve business operations such as sales trends or permit totals
  ◊ Return filing assistance which helps to reduce errors
  ◊ More online services, similar to the online banking experience with:
    - Increased account maintenance capabilities
    - Access to real time account information
    - Access to track and obtain correspondence

- **BOE will benefit with:**
  - Greater efficiencies through streamlined business processes
  - Automation of manual program processes
  - Faster and easier implementation of new legislation or program changes
  - Real time access to more information

- **External Partners (Federal, State and Local) will benefit with:**
  - Improved access to shared data
  - Improved tools or methods for analyzing or reporting data

What is performance-based, benefits-funded contract?

Under this type of contract a selected vendor will be paid if and only if increased revenues are realized and the new system meets or exceeds the expectations set by the program areas for both business customers and BOE staff.

How will BOE reach out to business customers and partners?

- Survey and determine those interested in providing input for the project
- Hold face-to-face stakeholder meetings throughout the state to determine their needs and desires for doing business with BOE
- Work with stakeholders to smoothly transition to the new system